



The text you see here will appear at the top and bottom of your survey, examples below.  
Default text is included and you may modify this text as needed.

### Welcome and Thank You Text

#### Welcome Text

Thank you for visiting USMint.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the United States Mint. Please take a few minutes to give us your feedback. All results are strictly confidential.


The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.

#### Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

#### Example Desktop



### Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.


Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an \**

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Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an \*

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Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

[ForeSee](#)  
[ForeSee Privacy Policy](#)

Model Name US Mint Browse V3  
 Model ID NVBJ111AQ8JMBIxod0Aw4C  
 Partitioned 2MQ  
 Date  
 Model Version 17.3.Y

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 Site Performance - Speed	Please rate the <b>speed</b> that pages and content loaded for you.	16 Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to <b>return to U.S. Mint</b> in the next 30 days?
2 Site Performance - Completeness	Please rate the consistency of <b>complete loading</b> of pages and content.	17 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Purchase Online (1=Very Unlikely, 10=Very Likely)</b>
3 Site Performance - Responsiveness	Please rate the <b>responsiveness</b> of the pages to your actions.	18 Satisfaction - Ideal	How does this site <b>compare to an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20 Purchase Online	How likely are you to make a <b>purchase from U.S. Mint's site</b> in the future?
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>				<b>Purchase Offline (1=Very Unlikely, 10=Very Likely)</b>
4 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the pages that you visited.			21 Purchase Offline	How likely are you to make a <b>purchase from a U.S. Mint store</b> in the future?
5 Look and Feel - Spacing	Please rate the <b>spacing</b> between items on the pages that you visited.				<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
6 Look and Feel - Legibility	Please rate the <b>legibility</b> of the pages that you visited.			22 Recommend	How likely are you to <b>recommend U.S. Mint to someone else</b> ?
	<b>Product Finding (1=Poor, 10=Excellent, Don't Know)</b>				
7 Product Finding - Ease	Please rate the <b>ease of finding</b> what you were looking for.				
8 Product Finding - Categories	Please rate the <b>product categories</b> on meeting your expectations of where to find items.				
9 Product Finding - Filtering	Please rate the <b>filters</b> on showing just the items you were interested in.				
	<b>Merchandise (1=Poor, 10=Excellent, Don't Know)</b>				
10 Merchandise - Meet Needs	Please rate the extent to which the selection of products <b>meets your needs</b> .				
11 Merchandise - Variety	Please rate the <b>variety</b> of products for you to consider.				
12 Merchandise - Preferences	Please rate the fit to <b>your preferences</b> of the products you viewed.				
	<b>Product Descriptions (1=Poor, 10=Excellent, Don't Know)</b>				
13 Product Descriptions - Essential Information	Please rate the presentation of <b>essential product information</b> .				
14 Product Descriptions - Clarity	Please rate the <b>clarity</b> of the product descriptions.				
15 Product Descriptions - Images	Please rate the <b>product images</b> on displaying the views that you needed.				

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	Required Y/N
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Type	Special Instructions
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Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	
Journey Phase	#N/A
Touchpoint Type	#N/A
Partner Involved	No
Replay	No
Version Number of Model Template	18.1.J

Survey Type	PREDCSAT_NPS
Look and Feel	Single Page
Theme Color	#009fea